



STELLENBOSCH MUNICIPALITY
STELLENBOSCH – PNIEL – FRANSCHHOEK

SERVICE DELIVERY CHARTER

2020/2021



1. INTRODUCTION

Service standards are an integral part of the service delivery value chain. They provide transparency and benchmarking in delivering services to our communities.

Local government is mostly classified in the service delivery and governance category and as such needs to be clear on what the public at large can expect as a service delivery standard. Rate payers must be placed in a position by which they are able to measure the service outputs against the predetermined service standards. This also serves as a performance rating instrument at an organisational and individual level. It is for this reason that Stellenbosch Municipality is adopting Services Standards.

2. OUR ORGANIZATIONAL STRUCTURE

To best render services to our customers we have organized ourselves into six directorates as follows:

- (a) The Office of the Municipal Manager
- (b) The Department of Community & Protection Services
- (c) The Department of Finance
- (d) The Department of Infrastructure Services
- (e) The Department of Corporate services
- (f) The Department of Planning and Economic Development

2. BATHO PELE PRINCIPLES

Eight Batho Pele principles were developed to serve as acceptable policy and legislative framework regarding service delivery in the public service. These principles are aligned with the Constitutional ideals of:

- Promoting and maintaining high standards of professional ethics;
- Providing service impartially, fairly, equitably and without bias;
- Utilising resources efficiently and effectively;
- Responding to people's needs; the citizens are encouraged to participate in policy-making; and
- Rendering an accountable, transparent, and development-oriented public administration

The Batho Pele principles are as follows:

1. Consultation

There are many ways to consult users of services including conducting customer surveys, interviews with individual users, workshops, izimbizo, consultation with groups, and holding meetings with consumer representative bodies, NGOs and CBOs. Often, more than one method of consultation will be necessary to ensure comprehensiveness and representativeness. Consultation is a powerful tool that enriches and shapes government policies such as the Integrated Development Plans (IDPs) and its implementation in Local Government sphere. It is important that all stakeholders be consulted on the nature, quality and quantity of services provided in order to determine the needs and expectations of the end users.

2. Setting service standards

This principle reinforces the need for benchmarks to constantly measure the extent to which citizens are satisfied with the service or products they receive from departments. It also plays a critical role in the development of service delivery improvement plans to ensure a better life for all South Africans. Citizens should be involved in the development of service standards. Citizens should be informed about the level and quality of public services they will receive, so that they are aware of what to expect.

Standards must be precise and measurable so that users can judge for themselves whether or not they are receiving what was promised. Some standards will cover processes, such as the length of time taken to authorise a housing claim, to issue a passport or identity document, or even to respond to letters, amongst others. To achieve the goal of making South Africa globally competitive, standards should be benchmarked (where applicable) against those used internationally, taking into account South Africa's current level of development.

3. Increasing access

All citizens should have equal access to the services to which they are entitled, e.g. improved service delivery to physically, socially and culturally disadvantaged persons. One of the prime aims of Batho Pele is to provide a framework for making decisions about delivering public services to the many South Africans who do not have access to them.

Batho Pele also aims to rectify the inequalities in the distribution of existing services. Examples of initiatives by government to improve access to services include such platforms as the Gateway, Multi-Purpose Community Centres and Call Centres. Access to information and services empowers citizens and creates value for money,

quality services and reduces unnecessary expenditure for the citizens.

4. Ensuring courtesy

This goes beyond a polite smile, 'please' and 'thank you'. It requires service providers to empathize with the citizens and treat them with as much consideration and respect, as they would like for themselves. The public service is committed to continuous, honest and transparent communication with the citizens. This involves communication of services, products, information and problems, which may hamper or delay the efficient delivery of services to promised standards.

If applied properly, the principle will help demystify the negative perceptions that the citizens in general have about the attitude of the public servants. In order for the aforementioned to take effect the municipality must ensure that tools, measurements and systems be put in place to effect customer care.

5. Providing information

As a requirement, available information about services should be at the point of delivery, but for users who are far from the point of delivery, other arrangements will be needed. In line with the definition of customer in this document, managers and employees should regularly seek to make information about the organisation, and all other service delivery related matters available to fellow staff members.

Citizens should be given accurate information about the public services they are entitled to receive through various mechanisms, e.g. weekly newsletters, information to be available at various service points, libraries, ward offices, in various languages, brochures, posters, amongst others.

6. Openness and transparency

A key aspect of openness and transparency is that the public should know more about the way national, provincial and local government institutions operate, how well they utilise the resources they consume, and who is in charge.

It is anticipated that the public will take advantage of this principle and make suggestions for improvement of service delivery mechanisms, and to even make government employees accountable and responsible by raising queries with them.

7. Redress

This principle emphasises a need to identify quickly and accurately when services are falling below the promised standard and to have procedures in place to remedy the situation. This should be done at the individual transactional level with the public, as well as at the organisational level, in relation to the entire service delivery programme. Public servants are encouraged to welcome complaints as an opportunity to improve service, and to deal with complaints so that weaknesses can be remedied quickly for the good of the citizen. Mechanisms should be established to record any public dissatisfactions, e.g. toll free number, suggestion boxes, customer satisfaction questionnaires, etc.

8. Value for money

Public services should be provided in an economic and efficient manner in order to give citizens the best possible value for money. Many improvements that the public would like to see often require no additional resources and can sometimes even reduce costs. Failure to give a member of the public a simple, satisfactory explanation to an enquiry may for example, result in an incorrectly completed application form, which will cost time to rectify.

3. SERVICE LEVEL STANDARDS

Service level standards for the municipality are as follows:

Standard Description	Service Level
Solid Waste Management	
Residential refuse collection	1 x per week
Business refuse collection	3 x per week or 5 x per week
Bulk refuse removal in informal settlements (Frequency)	Skip removal - daily
Garden refuse removal Included (Yes/No)	No
Street Cleaning Frequency in CBD	Daily
Street Cleaning Frequency in areas excluding CBD	Daily on a rotational schedule
Clearing of illegal dumping (24hours/48hours/longer)	24 hours
Recyclable waste collection	Yes
Licensed waste management facilities(Yes/No)	Yes
Clean builder's rubble and garden waste drop off facilities	Yes
Public waste drop off in Stellenbosch and Franschhoek	Yes
Household hazardous waste drop off	Yes
Event waste collection	Yes, at a fee

Standard Description	Service Level
Water Service	
Water Quality rating (Blue/Green/Brown/No drop)	No Blue drop or Green drop evaluation since 2014. Department of Water and Sanitation migrated to a new Integrated Regulatory Information System.
Is free water available to all? (All/only to the indigent consumers)	No, only indigents
Frequency of meter reading? (per month, per year)	Once a month, 12 times a year
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Longer, previous year's consumption
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	0, estimates only used when access to meters cannot be obtained
<i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i>	
One service connection affected (number of hours)	2hours
Up to 5 service connection affected (number of hours)	5 hours
Up to 20 service connection affected (number of hours)	No feeder pipes > 800mm
Feeder pipe larger than 800mm (number of hours)	Yes
What is the average minimum water flow in your municipality?	20.6 MI per day
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
How long does it take to replace faulty water meters? (days)	3 weeks 21 Days
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No
Electricity Service	
What is your electricity availability percentage on average per month?	99%
Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes
How much do you estimate is the cost saving in utilizing the ripple control system?	R1m/annum
What is the frequency of meters being read? (per month, per year)	monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	3 months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	One (1) Month

Standard Description	Service Level
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	95% same day
Are accounts normally calculated on actual readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
How long does it take to replace faulty meters? (days)	same day
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
How effective is the action plan in curbing line losses? (Good/Bad)	Average
How soon does the municipality provide a quotation to a customer upon a written request? (days)	10 days
How long does the municipality take to provide electricity service where existing infrastructure can be used? (working days)	Within 30-45 days
How long does the municipality take to provide electricity service for low voltage users where network extension is not required? (working days)	Within 30 days
How long does the municipality take to provide electricity service for high voltage users where network extension is not required? (working days)	30-45 days
Sewerage Services	
Are your purification system effective enough to put water back in to the system after purification?	Some wastewater plants – We are in the process of upgrading and revisiting other plant designs
To what extend do you subsidize your indigent consumers?	100% (erf 0 -250m2)
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	5 hours
Sewer blocked pipes: Large pipes? (Hours)	2 hours
Sewer blocked pipes: Small pipes? (Hours)	2 hours
Spillage clean-up? (hours)	2 hours
Replacement of manhole covers? (Hours)	2 hours
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	48 hrs
Time taken to repair a single pothole on a minor road? (Hours)	48 hrs
Time taken to repair a road following an open trench service crossing? (Hours)	72 hrs

Standard Description	Service Level
Time taken to repair walkways? (Hours)	72 hrs.
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	1 Month
Do you have any special rating properties? (Yes/No)	Yes
Financial Management	
Is there any change in the situation of unauthorized and wasteful expenditure over time? (Decrease/Increase)	Decrease
Is the financial statement outsourced? (Yes/No)	No
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	
How long does it take for an Tax/Invoice to be paid from the date it has been received?	20 days
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Yes, 1 year
Administration	
Reaction time on enquiries and requests?	24 hours (Infrastructure Services Directorate) 24 - 48 hrs (Communication Section) 14 - 20 days (Legal Services)
24 hours for acknowledgement of receipt but up to 7 – 14 work days if it is a query where different departments must provide input, invitations up to 72 hours because diaries must always be consulted and approval must be given by the political office bearer.	24 hrs (Political support)
24 hours for acknowledgement of receipt but if it is a query where different departments must provide input may be up to 7 days.	24 - 48 hrs (Records Section)
24 hours for acknowledgement of receipt but if it is a query where different departments must provide input may be up to 7 days.	24 hrs (ICT Section)
Time to respond to a verbal customer enquiry or request? (working days)	1 (Infrastructure Services Directorate) 1 (Communication section)

24 hours for acknowledging of receipt but if it is a query where different departments must provide input may be up to 7 days.	24 – 48 hrs (Records section)
24 hours for acknowledging of receipt but if it is a query where different departments must provide input may be up to 7 days.	ICT section
Time to respond to a written customer enquiry or request? (working days)	2 days (Infrastructure Services Directorate) 1 - 2 days (Communication Section)
24 hours for acknowledgement of receipt.	14 - 20 days (Legal Services)
24 hours for acknowledgement of receipt but if it is a query where different departments must provide input may be up to 7 days.	Political Support
24 hours for acknowledging of receipt but if it is a query where different departments must provide input may be up to 7 days.	Records Section
24 hours for acknowledging of receipt but if it is a query where different departments must provide input may be up to	ICT Section

Standard Description	Service Level
Time to resolve a customer enquiry or request? (working days)	7 days (Infrastructure Services Directorate) 7 day (Political Support) 1 day (Records Section) 1 day (ICT Section)
What percentage of calls are not answered? (5%,10% or more)	Not yet measured ICT to provide telephone reports
How long does it take to respond to voice mails? (hours)	8 hrs (Political Support)
Does the municipality have control over locked enquiries? (Yes/No)	Not yet measured
Is there a reduction in the number of complaints or not? (Yes/No)	Infrastructure Services- No
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	As required
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	15-20 minutes from the cashier transaction
How long does it take to renew a vehicle license? (minutes)	5-10 minutes from the cashier transaction
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	15 minutes from the cashier transaction
How long does it take to de-register a vehicle? (minutes)	10 minutes from the cashier transaction
How long does it take to renew a driver's license? (minutes)	15 minutes from the cashier transaction
What is the average reaction time of the fire service to an incident? (minutes)	12 - 15 minutes after call was logged
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	n/a
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	n/a
Economic development	
How many economic development projects does the municipality drive?	10 projects
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock	3 programmes

Standard Description	Service Level
key economic growth projects?	
What percentage of the projects have created sustainable job security?	40%
Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)	No
Other Service delivery and communication	
Is an information package handed to the new customer? (Yes/No)	Yes, at all public libraries
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes, at all public libraries
Are customers treated in a professional and humanly manner? (Yes/No)	Yes

Services & Contact Details

General Enquiries

Tel: 021 808 8111
(08:00 - 16:30 week days)

24-Hour Emergency line:

Tel: 021 808 8890 (week days and over weekends)
(all departments)

Water Services:

Tel: 021 808 8230 or 021 808 8231
(08:00 - 16:15 week days)

Electricity:

Tel: 021 808 8300 (08:00 - 16:15 week days)

Sewerage:

Tel: 021 808 8250 (08:00 - 16:15 week days)

Fire & Rescue:

Tel: 021 808 8888 or 021 808 8890 (24 hours)

Law Enforcement:

021 808 8890 (24 hours)

This is not an emergency number for the South African Police Service

Environment, Sport & Facilities:

Tel: 021 808 8160 or 021 808 8161

(08:00 - 16:15 week days)

Libraries

Tel: 021 8088384 or 021 808 8387

(08:00 – 18:00 week days)

08:00-12.00 Saturdays)

Traffic Services**Traffic Department (Switchboard)**

Tel: 021 808 8800 / Fax: 021 883 2054

Accident Enquiries:

Tel: 021 808 8825

(07:00 - 15:30 Monday - Friday)

Vehicle Registration:

Tel: 021 808 8807 or 021 808 8808

(08:00 - 15:00 Monday - Friday)

Learners License Appointments: Stellenbosch

Tel: 021 808 8822

Monday - Thursday (08:00 - 15:00)

Bring: ID photos x2, R68-00, Identity document (ID), proof of address

Learners License Appointments: Franschhoek

Tel: 021 808 8822

Every 2nd Friday (09:00 - 13:00) - (Please confirm by calling 021 808 8822). Bring: ID photos x2, R68-00, Identity document (ID), proof of address

Driver's Licenses:

Tel: 021 808 8822

Monday - Thursday (08:00 - 15:00)

Traffic fine enquiries & payments:

Tel: 021 808 8850 or 021 808 8860 or 021 808 8818 or 021 808 8849

(Mon-Fri 08:00 - 15:00)